

## Frequently Asked Questions About the Iowa Communications Network and The Department of Administrative Services

1. **Why is the Department of Administrative Services (DAS) being formed?** Governor Vilsack has proposed to combine four and a half state agencies in order to streamline state government, improve services to customers, enhance resource flexibility and save money. The new structure will enable each agency to focus on maximizing its core capabilities to meet the needs of DAS customers.

The new Department will include the Department of General Services, Department of Personnel, Information Technology Department, the accounting group in the Department of Revenue and Finance and, through an operational alignment, the Iowa Communications Network (ICN). This will be accomplished by the passage of a Governor's Bill to create the DAS and an operational agreement with the Iowa Telecommunications and Technology Commission (ITTC), the governing body of the ICN.

2. **Why does it make sense to include the ICN in DAS?** Each DAS agency provides services to government customers. In ICN's case, many of its customers are outside state government—schools, libraries, and rural health care institutions, for example.

DAS resources will give ICN new opportunities to enhance its services, and will affiliate the ICN with other state government agencies committed to providing excellent customer service. It is important to note, however, that the Iowa Telecommunications and Technology Commission (ITTC), the governing body for the ICN, will be responsible for decisions related to the ICN business enterprise.

3. **What will be the relationship between the Iowa Telecommunications and Technology Commission (ITTC) and the Department of Administrative Services?** The ITTC and DAS will explore synergies through a management arrangement designed to enable both the ITTC and DAS to focus on customer service, innovative products and lower costs. A long-term relationship that will evolve in ways beneficial to both organizations is foreseen, with terms of the relationship to be specified by management agreement.
4. **How are the ITTC and ICN related?** The ITTC is the governing body for the ICN, Iowa's fiber optic network.
5. **What effect will DAS have on non-government users of ICN services like schools?** Users will experience no change in their current levels of service. In fact, ICN is committed to assuring that current customers receive the same level of good service they have always received from the ICN.

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6. **What advantages of the ICN affiliation with DAS can ICN customers expect?** The primary advantage to ICN customers is that ICN will be able to offer additional enhanced services to them as synergies develop among partners in the new Department. For example, schools may be able to buy video streaming from the ICN as a result of closer collaboration between the ICN and the Information Technology Department, a sister division in the DAS.
7. **What will happen to ICN advisory boards to the ITTC?** All ICN advisory boards to the ITTC will continue to function as they are currently chartered including the Administrative Telecommunications Advisory Council, Education Telecommunications Council, regional telecommunications councils, Telemedicine Advisory Committee, Telejustice Advisory Committee, Telecommunications Advisory Committee, and Library Network Advisory Committee. In the future, the ITTC will consult with the director of DAS regarding the appointment of a new ICN executive director.
8. **How will this new relationship affect the rates schools and libraries currently pay for using ICN video?** Iowa schools, libraries and rural health care institutions currently enjoy a very low rate for the video services they receive from the ICN, the result of reimbursement from the Universal Services Fund. ITTC expects that its partnership with the DAS will have no change whatsoever on this low rate, and looks forward to the continued opportunity to serve the video needs of schools and libraries.